

CHRISTINA RIOS

SUMMARY OF SKILLS

- Project planning, leading, and coordinating
- Collaborative and strategic business partner
- Reporting, survey management, data tracking and analysis
- Recruiting, interviewing and hiring
- Training, onboarding, and development
- Content development for policy and process plans, training and onboarding materials, and employer branding
- HRIS, ATS, and ERP system management, implementation, and training

EDUCATION

The University of Texas at Austin, Bachelor of Science in Corporate Communication, May 2008

HRCI, Professional in Human Resources (PHR), November 2015 (active thru 4/2025)

Villanova University, Project Management Essentials Course, April 2016

RELEVANT PUBLIC SERVICE EXPERIENCE

FRIENDS OF NEEDHAM PARK (via Park Pride)

August 2018 - Present

Group Leader (April 2020 - Present)

Committee Member for Visioning Process (August 2018 - July 2019)

- Led a Park Pride grant project which added a picnic table, park bench, and trash receptacle to the park
- Advocate for park by applying for grants and maintaining relationship with RPCA Division Manager
- Build community and enhance our outdoor space by coordinating park clean-ups and social events
- Partner with other community groups and businesses to cross-promote services and advocacy efforts

DEKALB DEMOCRATS

Fall 2020

Phone Bank Volunteer

- Placed phone calls to citizens to encourage and remind them to vote

WORK EXPERIENCE

CDC FOUNDATION

April 2021 - Present

Independent Public Health Nonprofit

Program Resource Manager (April 2022 - Present)

- Coordinate recruitment and/or onboarding efforts for the department
- Optimize the hiring and onboarding process by creating improving workflows, and developing tools and dashboards, and training guides and resources
- Managed 3 Federal subawards, including MOA development and amendments; drafting, compiling and submitting funder progress and financial reports; NCE and closeout activities; and CDC gift CAN administration
- Served as a member of a Procurement Workgroup providing suggestions for and review of a new company-wide process document.

Program Services Coordinator (April 2021 - March 2022)

- Provide business, operational, and administrative support for more than a dozen grant funded programs consisting of domestic, global, and federal projects staffed by approximately 30 core and field employees
- Collaborated and liaised with multiple departments across the organization including HR, IT, Procurement, Finance, Accounting, Legal, Federal Compliance, and Advancement
- Created and utilized Smartsheet trackers, forms, and tools in support of project management needs
- Reviewed and scored RFPs, created RFP scorecards, reports, and how-to guides
- Conducted training of ERP systems, resources, and processes for new employees

CANOPY WORKFORCE SOLUTIONS

October 2020 – March 2021

HR SaaS Start-up

Customer Experience Manager

- Project manager for HRIS implementations. Managed a portfolio of 46 active HRIS customers and 10 new customer implementations. Implemented new processes as the team's first CXM/Implementation PM
- Led kick-off and project planning meetings, defined scope, drove timelines, and prioritized tasks
- Provided training, and configured customer's HR suite to improve workflows and increase adoption
- Researched and troubleshoot issues, conducted system QA and testing, and provided overall customer support

ALLCONNECT, A RED VENTURES COMPANY

June 2016 – July 2020

Telecom sales brand within a billion-dollar, privately owned e-commerce and marketing company.

Recruiting Manager (June 2017 – July 2020)

- Spearheaded the strategic plans for a team responsible for recruiting, hiring, and onboarding nearly 600 sales, workforce, and operations professionals across 3 locations annually
- Created and conducted onboarding presentations, exit interviews, offer documents, referral bonus program, employee career and networking initiatives, and other employee relations projects
- Developed surveys, led focus groups, and partnered with cross-functional teams with the goal to improve and implement initiatives supporting the candidate and new hire experience, employee engagement, professional development, referral, and retention
- Served as project coordinator, system admin, and trainer for applicant tracking system, background and drug test platform, job boards and onboarding tools

HR Business Partner – Corporate Talent (June 2016 – June 2017)

- Responsible for talent acquisition for a diverse range of corporate positions. Worked proactively with hiring managers to develop job definitions, interview plans, and selection criteria
- Negotiated and established vendor relationships for staffing/temp resources, job boards, and other recruiting tools. Led recruiting events and outreach initiatives such as open houses, job fairs, and college campus events
- Led a new employee engagement initiative and re-branded our referral program

NUANCE COMMUNICATIONS

September 2014 – June 2016

Multibillion-dollar global software company specializing in natural language understanding technologies

Recruiter, Transition & Absorptions Program Lead

- Managed two human capital transition programs for employees impacted by outsourcing agreements. Led on-site and virtual open houses, Q&A sessions, and welcome calls for over 350 affected employees to review details of their employment transition.
- Partnered with project managers, operations and sales leaders to align onboarding events with system go-lives, including: project scoping, updates and forecasting, identifying potential risk areas, and establishing onboarding timelines.
- Launched the Absorption program from the ground up by establishing business processes, coordinating timelines with internal and external teams, and creating onboarding materials.

SYSTEMS AND TOOLS

Google Suite: Drive, Docs, Sheets, Forms

MS Suite: Word, PowerPoint, Excel, OneNote, SharePoint

HRIS & Applicant Tracking Systems: ADP, Lever, Greenhouse, UltiPro, Workday, Canopy WS

ERP & Other Tools: Smartsheet, Canva, Publicate, Salesforce, Netsuite